CHAPTER 84.   INSPECT A REPAIR STATION'S MANUAL SYSTEM

SECTION 1. BACKGROUND

1.   PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

   A.   *Maintenance:* 3660

   B.   *Avionics:* 5660

3.   OBJECTIVE. This chapter provides guidance for inspecting a repair station's manual system.

5.   GENERAL.   The repair station may have several manuals or documents that are part of its quality control, repair station, and training manual system. The certificate holder may combine portions required by Title 14 of the Code of Federal Regulations (14 CFR) part 145, § 145.209 with portions required by 14 CFR § 145.211 into one section or chapter of the manual system.

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SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites:

- Knowledge of the regulatory requirements of 14 CFR part 145.

- Successful completion of the Airworthiness Inspector Indoctrination course(s) or equivalent.

- Previous experience with certification or surveillance of part 145 repair stations.

B. Coordination.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References (current editions):

- 14 CFR parts 1, 39, 65, 43, and 145

- Order 8300.10, Airworthiness Inspector's Handbook, Vol. 2, Ch 164, Evaluate a Repair Station and Quality Control Manual or Revision

- Advisory Circular (AC) 145-9, Guide for Developing and Evaluating Repair Station and Quality Control Manuals

- AC 145-10, Repair Station Training Program

B. Forms:

- PTRS Transmittal, FAA Form 8000-36

C. Job Aids. None.

5. PROCEDURES.

A. Planning. Prior to inspecting, the principal inspector (PI) or an aviation safety inspector (ASI) should carefully review:

(1) Repair Station Manual/Quality Control Manual RSM/QCM and be familiar with the policies and procedures contained therein.

(2) Operations specifications (OpSpecs).

(3) The Safety Performance Analysis System (SPAS) is the organization's primary source of comprehensive, integrated safety information that is used by inspectors, analysts, and managers in developing and adjusting field surveillance, investigation, and other oversight programs. SPAS interfaces with key fielded oversight programs (such as ATOS, SEP, and the NPG), as well as other government and industry sources, collecting raw performance and operational data, analyzing and summarizing the data, and providing critical information in the form of graphs, tables, and reports. These SPAS outputs are then used to (1) identify safety hazard and risk areas; (2) target inspection efforts for repair stations, and to areas of greatest risk; and (3) monitor the effectiveness of targeted oversight actions. SPAS repair station profile and repair station analytical model (RSAM) are available for use. This data provides additional information on performance and risk associated with individual repair station facilities.

(4) Certificate-holding district office (CHDO) office file.

B. Inspect Repair Station and Quality Control Manual(s).

(1) Verify revisions to RSM/QCM are being made in accordance with the repair stations revision system.

(a) Sample manuals throughout the facility to verify that revisions are properly distributed and incorporated.

(b) Verify the RSM/QCM and the copies held by the CHDO are the same revision.

> **NOTE: Federal regulations do not require the FAA to review and accept revisions before implementation. "Provided" the repair station follows the revision procedures in its manual. The repair station should have a procedure in its manual to recall revisions if the FAA finds a revision unacceptable.**

(2) Verify that the RSM/QCM is accessible for use by all repair station personnel, on all work shifts. If the manual system is maintained electronically, sufficient viewing terminals must be available and each copy on individual computers must be current.

NOTE: When the repair station manual is located in the work area and it is in the national language, the FAA team must be provided with a supervisor or other person who can read the national language version to the team so the FAA team can confirm that this version has the same information as the English language version. This same process would apply when the FAA requests review of maintenance records, technical documents, and other material that is part of the certification. (The use of the national language is an option provided to repair stations located outside the United States. If a repair station elects to use the national language, it must provide a method for the FAA to confirm that the material is accurate.)

NOTE: Verify the foreign repair station has provided the FAA with an English language version of their RSM/QCM.

(3) In case of electronic manual(s), the following concerns should be reviewed during the inspection:

(a) Security and Access - Can only authorized personnel make any changes to the manual? Is access protected by passwords? Have the employees been trained to access the manual on the network? Do all of the supervisors and inspectors have access to the manual?

(b) Revisions - Does the user know that the manual has been revised and what content was changed? Do personnel verify the currency of individual disks before use?

NOTE: Transmittal documents include cover letters, memos, e-mails, faxes, and any other media acceptable to the CHDO/International Field Office (IFO).

C. *Training Manual.*

NOTE: Repair stations vary drastically in size; therefore an inspector can expect differences in repair station training programs. The training program must be appropriate to its organization and the work it performs. The training program itself may be documented in the RSM/QCM or it may be a separate document. An advantage to having the training program in a separate document is that it provides separation for the training program approval requirement from the nonapproved RSM/QCM.

(1) If the training manual is a separate document, verify it is approved and current.

(2) If the training program is incorporated in the RSM, verify that the section of the manual is an approved document and that it is current.

(3) For additional guidance, refer to Volume 3, Chapter 92, Inspect Repair Station Training Program.

D. *Air Carrier / Operators Manuals.*

NOTE: Some repair stations perform maintenance, preventive maintenance, or alterations for air carriers and air operators conducting operations under 14 CFR parts 121, 125, 129, and 135. When this is the case, maintenance must be performed in accordance with the air carrier's Continuous Airworthiness Maintenance Program (CAMP) and or the maintenance manual.

(1) Verify that the repair station has been provided with the information necessary to ensure compliance with this requirement. This information must be defined on contractual documents from the air carrier, by clearly stating the source of the data (manufacturer's or air carrier's manual) used to perform the requested maintenance along with any other requirements of its program or maintenance manual. If the repair station has applicable sections of air carriers' maintenance program(s) or manual(s), verify that they are controlled and current copies.

(2) If the repair station performs an inspection for a certificate holder conducting operations under 14 CFR part 125, the inspections must be performed in accordance

with the operator's approved inspection program. Again, the operator must define the requirements on the contractual documents and provide the repair station with the applicable sections of its inspection program. If the repair station has applicable sections of the certificate holders approved inspection program, verify that it is a controlled and current copy.

E. Analyze Findings. Upon completion of the inspection, record all deficiencies; determine the appropriate corrective action(s).

F. Conduct Debriefing. Brief the certificate holder on the inspection results. Discuss any deficiencies and possible corrective actions.

7. TASK OUTCOMES.

A. Complete PTRS.

B. Complete the Task. Competition of this task may result in the following:

- Send letter to the operator documenting all deficiencies

- Initiate an Enforcement Investigation Report (EIR), as necessary

C. Document Task. File all supporting paperwork in the certificate-holder's office file. Update the Vital Information Subsystem as required.

9. FUTURE ACTIVITIES. Schedule and conduct follow up inspections as applicable.